

ABSTRACT OF THE DISCLOSURE

A method and arrangement for assisting in correct diagnosis of a problem exhibited by a product having at least one component couples a database to various organizations within an entity responsible for design, manufacture and/or distribution of the product. An observed problem with the product is associated with a component part of the product and a description of the problem and a proposed hint for diagnosing and correcting the problem is forwarded to the database. The database then distributes the hint to a team of component specialists who may refine the hint. An approved hint file is then downloaded to parts ordering and catalog systems such that the hint is displayed whenever the component part is ordered and/or catalog inquired.